



**Human Resources Capital Consulting, Inc**

**Pierre A. Towns**

Pierre A. Towns is the co-founder and Managing Partner of Human Resource Capital Consultants Inc., a consulting firm based in Carlsbad, California. He has taught aspects of *Organization Behavior*, *Leading Organizations*, for the Marshall School of Business at the University of Southern California and teaches Compensation and Benefits at California State University San Marcos. Mr. Towns holds a BA in Administrative Studies and a BS in Economics from the University of California at Riverside, and a MBA in General Management and Organization Development from the University of Southern California. Mr. Towns also has 30 years of experience through corporations such as MedUnite Inc., DreamWorks, the Monsanto Company, Wells Fargo Bank, and ARCO.

Pierre A. Towns will facilitate the following classes:

- Understanding Your New Role
- Working Through Others
- The Challenge of Change
- Self-Management
- Professional Success
- Train-the-Trainer
- Managing Diversity
- Effective Presentation/Public Speaking
- Essentials of Project Management

## **Doug Bender**

Doug Bender has recently partnered with Harmon & Davies, P.C., Attorneys at Law, to form Paladin Consulting Services, Inc. in Pasadena, California. He graduated from Alcorn State University with a BA in Political Science and Economics. Doug has a MBA in Human Resources Management from North Carolina A&T State University. Mr. Bender also studied law at North Carolina Central University. He received his professional accreditation as a Professional in Human Resources (PHR) from the Society for Human Resources Management. Mr. Bender has gained his work experience through a number of HR positions with corporations such as Miller Brewing Company, Mars, Inc. (Uncle Ben's, Inc.), Dove International, M&M/MARS, and Kal Kan Petcare.

Doug Bender will facilitate the following classes:

- Resolving Interpersonal Issues
- Harassment Prevention for Supervisors and Managers
- Networking with Colleagues
- Evolving as a Manager

## **Stephen Murphy**

Stephen Murphy is a national and international consultant, trainer, and coach. Mr. Murphy holds a BS in Computer Information Systems and a MS degree in Human Resources Management (with an emphasis in Training and Development) from Chapman University and is "certified-for-life" as a Senior Professional in Human Resources Management (SPHR) by the Human Resource Certificate Institute. Steve has over 30 years of organizational development, leadership, and management development and is currently a consultant for San Diego State University, the California Distance Learning Health Network and the Employee Training Institute, Nonprofit Management Solutions Training Institute, and the Ken Blanchard Companies.

Stephen Murphy will facilitate the following classes:

- Preventing a Hostile Work Environment
- Partnering for Results
- Navigating Change: Virtual Teams

## **Debra J. Williams**

Debra J. Williams is the President of Higher Ground International (HGI), a unique Management Consulting firm that is passionate about partnering with their clients. She has over 20 years experience in the field of Human Resources, and training and development. Debra received her bachelor's degree in business management from the University of Phoenix and has a certification in management effectiveness from USC.

She has received numerous awards for her entrepreneurial, corporate, community and personal efforts. On June 8, 2006, Debra was given the Arthur A. Fletcher award for serving as a role model and leader in the EEO/AA arena and for demonstrating exemplary achievement, excellence and a strong commitment to the principals of EEO/AA. The Champion Services Group, Inc. of Miami, Florida named Debra Consultant of the Year in 2003 in recognition of her outstanding leadership and services. In 1998 Debra was recognized as a woman of the year for her work on behalf of women and children by the Los Angeles County Commission for Women. In 1997 she was named Black Woman of Achievement by the Black Women of Achievement Committee and the NAACP Legal Defense and Education Fund.

Debra Williams will facilitate the following classes:

- Valuing Diversity
- Critical Thinking, Ethics & Values for Decision Making



**Corporate and Business Development**  
**Customized Solutions**  
**Riverside Community College District**

**Rita Andersen**

Rita Andersen brings with her over 25 years experience within the Healthcare Industry. Her diverse background includes business entrepreneur, collegiate educator, motivational speaker, seminar/workshop trainer, professional business consultant, public relations manager, and office/clinic manager. She has a proven ability to positively impact her audience and provides hope, encouragement and support to those she instructs. Rita has successfully created and ran two of her own businesses: A New Beginning Counseling Center, a personal improvement, addictive behavior and relationship counseling practice, and Andersen Consulting Group, a full service consultative resource to the Healthcare Industry. Her extensive experience and effective communication skills has allowed her to be recognized as a resource person, problem solver, and creative leader.

Rita Andersen will facilitate the following classes:

- CPR/First Aid
- Staying Energized at Work
- Recognizing Signs of Substance Misuse
- Stress Management Strategies

## **Sophia Brooks**

A respected leadership consultant and coach, Sophia has held international management positions in two global Fortune 500 Corporations serving as Manager of Training & Development and Director of Employee Benefits Worldwide. She has presented training programs and strategic initiatives to international audiences. In addition, she has trained and coached corporate leaders in Canada, Mexico and 46 states within the United States. Sophia is currently leading Global Learning Partners Inc., training and consulting firm that provides training solutions for organizations throughout the United States. Her clients include St. Louis Public Schools, The Weather Channel, Boeing, Hardee's Food Services, Charter Communication, and Riverside Community College.

Sophia Brooks will facilitate the following class:

- Providing Outstanding Customer Services

## **Tamara Jahelka**

Tamara Jahelka has over twenty years of professional experience in a variety of environments both private and public including, city government, public education, and consulting, private utility and manufacturing. She continues to diversify her experiences by acting as a facilitator for team building, teaching college level business and management courses, and consulting. Tamara applies her ability to act as a change agent to emphasis the strategic side of management and lean practices. Tamara has completed her bachelors of Science in Business and Management with emphasis in change management and has completed her Master of Arts in Management with an emphasis in Human Resources at the University of Redlands. Her other studies include International Trade and Business at University of Cambridge, England.

Tamara Jahelka will facilitate the following classes:

- City of Riverside Mission, Vision, Values/Workplace Ethics
- Ethical Management

### **Lee Lesser**

Lee Lesser is an organizational behavior consultant, executive coach, management skills trainer, author, tutor and speaker. Lee focuses exclusively on executive coaching, organizational assessments, team dynamics, OB projects & interventions and management skills training & development. Lee's recent engagements have been at Pfizer, Pharmacia, Schering-Plough, the New Jersey Performing Arts Center, the New York Philharmonic at Lincoln Center and the State of NJ. Lee holds a Masters Degree in Organizational Behavior and a Bachelors Degree in Electrical Engineering, both completed at FDU. He is MBTI certified and Change Management Level-1 certified both by Organizational Development Resources (ODR). Lee led an internal consulting group in his most recent corporate position as a District Manager - Practice Leader with AT&T.

Lee Lesser will facilitate the following classes:

- Effective Communication Skills 1
- Practical Problem Solving
- Managing performance (SPEC)
- Organizing Resources, Meetings & Time (SPEC)

### **Carolyn K. Ortman**

Carolyn Ortman is a professional marketer and trainer with over 17 years of experience. As a marketer, she has held positions in management at UC Riverside and the Orange County Transportation Authority. As a trainer, she has developed and presented various trainings, meetings, and formal and informal presentations to both large and small audiences. Carolyn leads workshops in Public Speaking Skills, Conflict Management techniques, and Professional Communication Skills through SkillPath Seminars, an international training company. She is also an instructor for UC Riverside Extension in Customer Service Management. As a former instructor for Dale Carnegie Training, she has coached and trained company executives, managers and their staff members in effective leadership, communication, and human relations. A graduate of UC Riverside and California State University, San Bernardino, she holds a Bachelors Degree in Business and a Masters in Marketing.

Carolyn Ortman will facilitate the following classes:

- 7 Habits of Highly Effective People I
- 7 Habits of Highly Effective People II
- Effective Communication Skills II

Maria De La Fuente will facilitate the following classes:

- Business Writing and Grammar Refresher
- Advanced Business Writing

Don Legge will facilitate the following classes:

- Managing a Group (SPEC)
- Supporting Your Boss and Organization (SPEC)

Lorenzo Gonzalez will facilitate the following class:

- Survival Spanish



### **Soft-Train, Inc.**

#### **Robert Evans**

Robert has been working as an instructor/consultant for Soft-Train, Inc. for over a year with outstanding results. He is a local native with a degree in Liberal Arts – Journalism and is one of our most requested instructors because he always achieves outstanding results. Robert teaches the complete Microsoft Office Suite 2000, 2003, 2007, and Project.

#### **Hugh Jeffery**

Hugh has been working as an instructor/consultant for Soft-Train, Inc. for over a year with outstanding results. As a hardware consultant, he has been instrumental in providing consulting services to some of Soft-Train, Inc. clients with 100% achievement of goals. A very passionate instructor and enjoys making sure that the students grasp the lesson being taught. Hugh teaches the complete Microsoft Office Suite 2000, 2003, 2007, Visio, Publisher and Project.

#### **Dr. Ken Phillips**

Dr. Phillips has been an instructor/professor for over 15 years and has taught at all levels of the education and private sectors. He is a published professor and has a passion for teaching that is unsurpassed by anyone else. He teaches the complete Microsoft Office Suite 2000, 2003, 2007, Programming courses and some technical classes.

#### **Carol Weddaburne**

Carol Weddaburne is a full time instructor at Soft-Train, Inc. and truly believes in making sure that anyone she is teaching has a full grasp of the subject matter. She teaches the complete Microsoft Office Suite 2000, 2003, 2007.